Naval Healthcare Support Office, San Diego

Command Brief
22 July 2003

HSO Overview

- Serve as intermediary between BUMED
  and MTFs & DTFs
- Services provided
  - support,
  - monitoring,
  - training, and
  - consultation

HSO San Diego AOR: Western US & Pacific

- NH Bremerton
- NH Oak Harbor
- Naval Dental Center Northwest

- NH Lemoore

- NH Camp Pendleton
- NDC Camp Pendleton
- NH Twentynine Palms
- NMC San Diego
- NDC Southwest

- NMCL Pearl Harbor
- NDC Pearl Harbor

HSO San Diego

HSO Norfolk

HSO Jacksonville

Europe

South

- USNH Yokosuka
- USNDC Far East
- USNH Okinawa
- USNDC Okinawa

- USNH Guam

Resources Directorate

Code 08

Resources Directorate

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Celeste Morrison, Budget Analyst

NDC Pearl Harbor, NMCl Pearl Harbor, NDCSW, NH/NDC Okinawa

- Provides individualized financial guidance, support, and assistance
- Provides budget formulation, execution, monitoring and analysis
- Government Purchase Card POC for all activities in the AOR
- Inter-service Support Agreement and Memorandum of Understanding coordinator for all activities in the

Mike Thomas, Budget Analyst

- Uniform Business Office (UBO) POC for all activities in the AOR. Three programs:
  - Third Party Collections
    - Inpatient and Outpatient
  - Medical Services Accounts (MSA)
    - Interagency Billing (Coast Guard, Public Health Service, and National Oceanic Atmospheric Administration
  - Medical Affirmative Claims (MAC)
    - Third Party Liability

Patricia Penton, Budget Analyst

- Provides Civilian FTE execution and monitoring
  for activities in the AOR

Shirley Duke, Systems Accountant

- Provides DFAS accounting assistance to activities in the AOR
- Provides FASTDATA/DMLLS support to all activities in the AOR
- Provides reimbursable program management for all activities in the AOR
- Provides prior year accounting guidance and assistance to all activities in the the AOR
- Provides BUMED/DFAS Liaison

Maureen Brown, Budget Technician

- Agency Program Coordinator (APC) for our AOR
  - Communicate with MTF's APC
  - Run bank reports to monitor our hierarchy Travel Card program
  - Follow up on delinquent accounts via the MTF's APC
  - Generate a monthly report to BUMED of all MTFs that have delinquencies of 4% or over
- Assistant Data Quality Manager for HSO
  - Collect Commander Statement Data from the activities
  - Data is received from the activities
    - Submitted using a data quality commander statement
  - Communicate with activities for questions and review of

Fred Aguon, Head, MID

- Data Quality POC for all activities in the AOR
- Provides systems support assistance and liaison with Naval Medical Information Management Center for all activities in the AOR.

Mae Guerrero, Head, Manpower Department

- Provides manpower support and assistance for all activities in the AOR
- Provides Commercial Activity Studies (A76 Program) support and assistance for all activities in the AOR
- Provides Management Control Program support and assistance for all commands in the AOR

Healthcare Operations Directorate

Code 03

Healthcare Operations

- Organizational Performance Improvement
- Clinical/Business Operations
- Readiness
- Dental Operations

Organizational Performance Improvement (Healthcare Operations)

Organizational Performance Improvement

- Consultative Services:
  - Focus Assist Visits including Joint Commission and BUMED IG Preparation
  - Patient Safety/DoD Patient Safety Program
  - Risk Management
  - Team Building/Team Facilitation
  - Strategic Planning
  - Subject Matter Expertise

Organizational Performance Improvement

- Initiatives
  - HIPAA Privacy Compliance
  - Medical Records Administration/Coding
  - Maintain OPI Network/Core of Advisors for OPI
  - Maintain OPIN Web page on TRI HSO Web site

Readiness
(Healthcare Operations)

Overview

- Military Medicine's Primary Mission is to support the operational forces
- Operational readiness is being prepared to support contingency platforms. HSO works with the commands to keep readiness at a high level
- HSO supports the Peacetime mission (training and readiness) and the Wartime mission (deployments)

EMPARTS

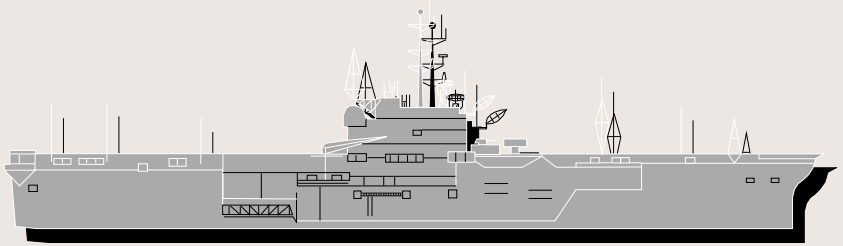
- Expeditionary Medicine Platform Augmentation Readiness and Training System
- Web based data that can be entered in real time to reflect readiness status
- Used to track deployments, readiness, personnel assets (wartime billets only)
- This data is used to prepare the MTF/DTFQR

Pacific Platforms Support

- CRTS
- Marines
- USNS Mercy
- Fleet Hospitals

Casualty Receiving Treatment Ships

- USS BONHOMME RICHARD – 85 billets
- USS BELLEAU WOOD – 85 billets
- USS PELELIU – 85 billets



U. S. Marine Platforms

- 1st FSSG
- 1st MARDIV
- 1st MAW
- 4th MAW
- 1st Dental Battalion
- 2nd FSSG

1st FSSG – Supporting MTFs

- Naval Medical Center San Diego - 190 billets
- Naval Hospital Camp Pendleton - 122 billets
- Naval Hospital Corpus Christi - 89 billets*
- Naval Hospital Oak Harbor - 5 billets
- Naval Hospital Lemoore -1 billet
- Naval Hospital Bremerton -1 billet

TOTAL BILLETS = 408

* HSOJAX AOR

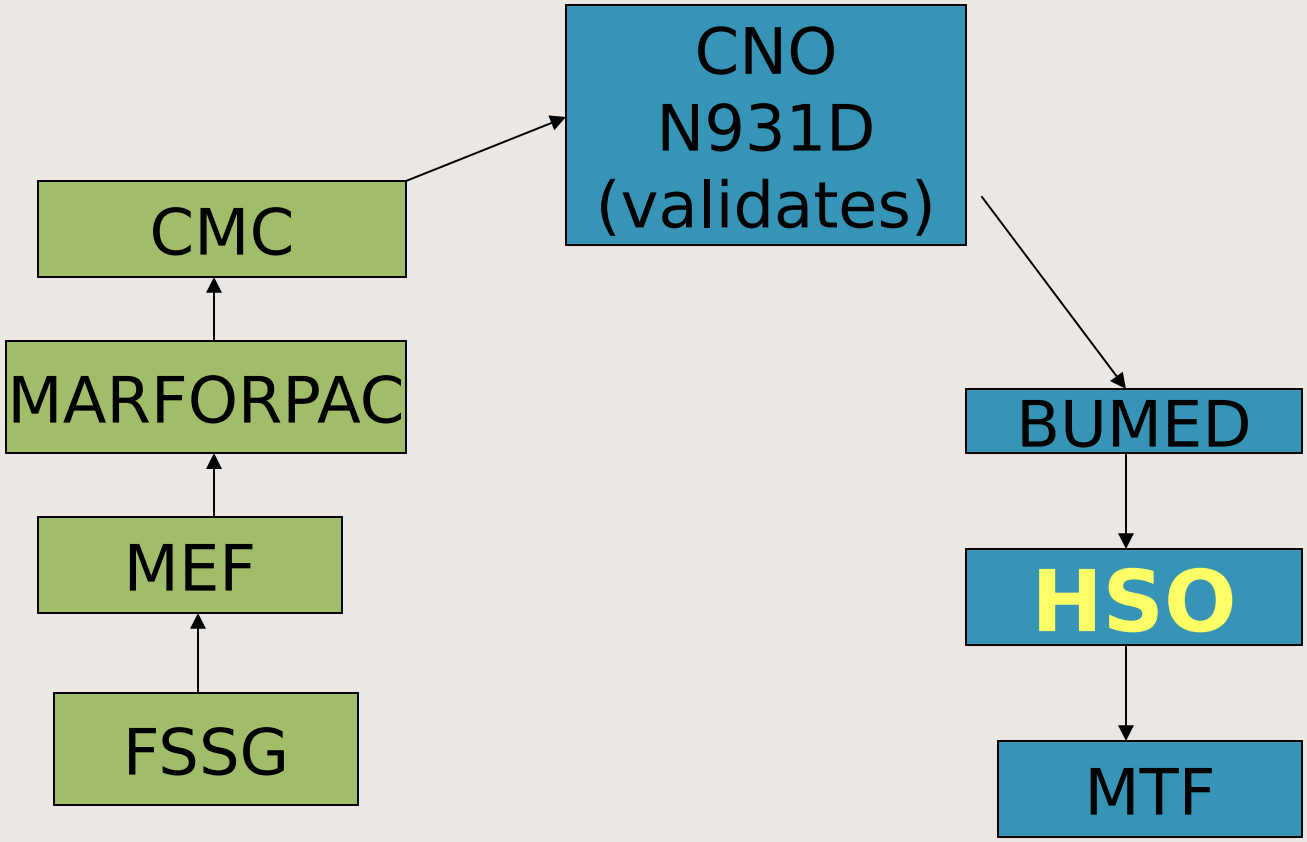
Hospital Ship – USNS MERCY

NMC San Diego – 1,232 billets

Fleet Hospitals

- Fleet Hospital Camp Pendleton
- Fleet Hospital Bremerton
- Total billets supported = 493 (each FH facility)

MAP/Deployment Process



MAP/Deployment Process - Substitutions

- Vacant Billet
- LIMDU
- Pregnant
- Deployed
- Previously Trained

Deployment Process

- Prepare to deploy order (2-14 days)
- Determine Shortfalls *
- Confirm Readiness
- Deploy order (24 hrs to 72 hrs)

* HSO will attempt to fill shortfalls here.

Clinical/Business Operations
(Healthcare Operations)

Clinical/Business Operations

- CBO is a relatively new entity
- Work closely with BUMED M3M
- Clinical Resources Integration Working Group
- In support of MTFs
  - Activities and Services
  - Initiatives

Activities

- Best clinical and best business practices
- MTF and DTF Quarterly Reports (MTFQRs and DTFQRs)
- MHS Executive Reports (MHSERs)
- Data Analysis
- BCA Analysis and Review

Services

- Analysis and Evaluation
- Focused Assist Visits for JCAHO Accreditation Survey Preparation
- Business Planning Assistance
- Managed Care Consulting
- Organizational Assessment

Initiatives

- T-NEX IPT
  - RSA Prioritization, Value of Care Model
  - Appointing Services Development
- Population Health IPT
  - High-payback innovations for high-incidence conditions
  - Establish a pop health information system allowing:
    - analysis between and across data sets
    - identification of opportunities for population health improvement
- Accreditation Tips Newsletter for Medical Staff Members:

http://nhso.med.navy.mil/newimage/ProviderTools/Code08/JCAHO.htm

Looking Ahead to More Improvements

- Improve communication with clinical leaders
- Population Health a useful tool for healthcare and business decisions
- Revise and update BCA Model
- CPG implementation assistance

Dental Operations Department

(Healthcare Operations)

Dental Operations

- Assists AOR Dental Commands
  - Performance data monitoring/analysis
  - Dental Patient Safety Program
  - HIPAA Compliance/ERDMS/Manpower Issues
  - Management Control Reviews
  - Financial/Facilities issues
- Initiatives
  - Dental Data Integrity & Analysis
  - DTF Capacity model – optimization, access, utilization & business planning support

Facilities Directorate

Code 33

Responsibilities

MILCON

- Project Planning
- Project Programming
- Project Design
- Construction Execution
- Equipment Outfitting
- Space Planning
- Transition Planning

Overall Goal

- To be the Center of Excellence in Facilities Management for MILCON, JFIP & Special Project planning, documentation, equipment procurement, transition planning, project execution, environmental & energy compliance ensuring that MTF Commanders can carry out their mission.

Goal and Objectives

- Proactively provide the necessary level of timely technical support, utilizing a well trained professional staff, to effectively carry out the ‘Command’ mission consistent with BUMED’s goals. In direct support of Fleet and Fleet Marine Force readiness.

Current Status

- **FM Support**
  - Environmental compliance issues
  - Environment of Care
  - Energy issues
- **FM training**
  - Recently instituted Facility Management training for Dental FM’s
- **FM Planning**
  - BRAC
  - What if scenario analysis

Technical Support Provided to

MTF	DTF	OLA
NMC San Diego	NDC Camp Pendleton	Region 7/8/9
NH Bremerton	NDC Northwest	Region 10
NH Pendleton	NDC Okinawa	Region 11
NH Lemoore	NDC Far East	
NH Oak Harbor	NDC Southwest	
NH Twentynine Palms	NDC Pearl Harbor	
NH Guam		
NH Okinawa		
NH Yokosuka		
NMCL Pearl Harbor		

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